

Introduction

THE LIBRARY IS A SAFE, SECURE PLACE WHERE PEOPLE COME TO LEARN, SHARE AND GROW.

The Miami-Dade Public Library System (MDPLS) vision is to be the compelling community destination by providing a five-star customer service experience. To that end, the library has developed the following five-Star Commitment around which all areas of planning, operation, staffing and service delivery revolve.

MDPLS Five-Star Commitment:

- o Attitude: To be here for you.
- o Resources: To provide opportunities for lifelong learning and exploration.
- o Expertise: To be your best search engine.
- o Empowerment: To open doors for you.
- o Environment: To provide an inviting, comfortable, and clean Library.

No matter what or where the need is, the library is able to provide access to information primarily through:

- o Book borrowing;
- o Computer and Internet Access;
- o Classroom and Meeting Spaces;
- o Research Assistance;
- o Reference collections;

Additionally, the library provides information in many different formats:

- o In addition to print books and periodicals, the library has a wide array of other media including audiobooks, eBooks, CDs, cassettes, videotapes, DVDs.
- o Special Collections
- o Staff Assistance
- o As more government services move online, the library and its librarians have a role in providing access to online forms and assistance with filling them out. For example, in 2013, American public libraries were promoted as a way for people to access online health insurance marketplaces created by the Affordable Care Act.
- o Bookmobile service, consisting of two buses furnished as small public libraries, providing Internet access and serving the county according to a regular schedule.
- o Similar to museums and other cultural institutions, the library hosts exhibits and exhibitions.
- o The library partners with schools and community organizations to promote literacy and learning.

- o Library programs promote cultural awareness with programs such as Black History, Hispanic Heritage Months. Libraries play an increasingly important economic role during a recession, providing job search assistance, computer skills training and resume help to patrons.
- o The library plays an important role during emergencies and disasters, providing space to charge phones and access the Internet, and serve as locations for the distribution of aid, especially financial aid, which requires access to computers and the Internet.

The library places great importance on library technology that is drastically changing the landscape of information access and use.

- eResearch has had a profound effect on the users research and collaborate in this new digital environment including:
 - o Online journals
 - o Electronic research communities
 - o eBooks
- Among the electronic services offered at the are: (in alphabetical order)
 - o Computer/ Laptop access: Desktop computers and laptops are available for patrons to use for up to 2 hours daily at all libraries.
 - o Digital Library 24/7- The ease of downloading eBooks, eMagazines, eMusic, and of view or browsing online resources anytime, anywhere.
 - o eGovernment: Providing free and open access to government information to include forms and resources. This is for all governmental levels; local, state and federal.
 - o eReference: The library provides direct online contact with users via Live Chat and Email.
 - o Express Self-Checkout – This service makes checking out materials faster and easier. They are located at all our libraries.
 - o Online: Services and programs available anytime online through the library's website, Mobile App and Online Library Catalog.
 - o Wireless network and Laptops – The library's advanced technology allows patrons with personal laptops, that contain a wireless card, to access the Internet and other resources.
 - o YOUmedia- Teen media lab that embodies a new method of teaching using electronic media that allows youth to develop their skills and learn by socializing.

The library provides an environment where people are able to share their ideas.

- o The rise of social media and an emphasis on collaboration in the professional and educational worlds has caused society to rediscover the value of capitalizing on every brain and combining ideas to create a whole that is greater than the sum of its parts. While virtual opportunities for this abound, there is a strong need for physical places as well.

- o New spaces are designed to create ease of accessibility, configurability, and usability by the community. These new layouts are characterized by more open space and mobile book shelves.

The library leverages its position as a “third place” – an alternative to home and work or school.

- o Visitors to the library are able to act in ways that are restricted in other types of prescriptive environments. In the library, third-place learning can happen at one's own pace and can follow one's own interests.
- o It also means interaction and relationships can evolve organically between library staff and library users and between the users themselves.
- o And, especially important for youth, it allows an individual to experiment with and negotiate one's identity.

The library presents programs and services to meet the needs of the multicultural community that is Miami-Dade County.

- o Programs and services include everything from Internet access to resume-writing classes; from early literacy programs to services for the hearing and sight-impaired; from book discussion groups to town hall meeting spaces and eGov resources.
- o Every service is supplemented with the necessary support materials, e.g., books, DVDs, art, eBooks, and online resources. (See Collection Development Plan.)
- o Programs are assessed on an ongoing basis through evaluation forms from the patron, the facilitator and the librarian in charge. Services are assessed on an ongoing basis by monthly and annual usage statistics.
- o It is important to note that every service is presented and/or facilitated by a trained librarian who has the unique ability to answer a question and provide assistance that is most helpful to the user no matter what the age, nationality, ethnicity or income.
- o As previously mentioned, there are many distinct neighborhoods in Miami-Dade. In many ways, they each have different needs. For example, neighborhoods that have a large proportion of immigrants may require more programs, services and materials focusing on language skills, government services, and citizenship. Low income areas may require a bigger focus on early learning literacy, job search, and eGovernment. More established neighborhoods may look to their library for cultural enrichment and research.

Presented in this section are the following materials:

Miami-Dade County is home to one of the most diverse, multilingual populations in the United States with more than two million residents coming from all areas of the world, including Latin America, the Caribbean, Europe and Asia. Although Miami-Dade's true character comes from the uniqueness found in its many distinct neighborhoods, they all share similar educational, life-sustaining, and leisure needs.

Public Libraries today are no longer just repositories of books and other materials. The public library serves a significant role in the intellectual, emotional and social life of the community. It is a compelling community neighborhood space where people can meet and interact in ways that are not likely or even otherwise possible.

In this binder you will find the following documents:

- Service Needs Delivery Chart -- Because the library serves a population of 2.5 million people with a multitude of different backgrounds, ethnicities, and ages, it has broken down the many service needs into the following categories with a brief description of the library's current service resource:
 - o Literacy
 - o Learning Environment
 - o Community Engagement
 - o Workforce Development & Job Resources
 - o Entrepreneurial and Economic Development
- Collection Development – This is an overview and brief explanation giving insight into the library's plan to offer the most current and useful information in a variety of formats. This section also provides a look at eBooks as an important library resource.
- Program Plan and Calendar of Events -- This section shares the program focus areas and themes that support the program and service needs of the community.
- Partnerships – This is a listing of community collaborations that help to make possible many of the programs and library outreach efforts.
- Demographics – This is a chart that provides demographic information of a 3-mile radius for each library branch by population, age group, race/ethnicity as well as number of households and households by income.
- Bibliography – This is a selection of articles and a bibliography regarding current services needs and future trends.
- Supplemental Information such as the Master Plan, History of the Library System, Statistical Reports, Table of Organization and other useful information.